

JULY 2023

# BILLBOARD



A MONTHLY NEWSLETTER FOR EMPLOYEES AND FRIENDS OF BOTHWELL REGIONAL HEALTH CENTER



## THE BIG WHY OF A JOINT COMMISSION SURVEY

### Letter from Lori

Founded in 1951, The Joint Commission (TJC) is an independent, nonprofit organization that is the nation's oldest and largest standards-setting and accrediting body in health care. TJC accredits and certifies more than 22,000 health care organizations and programs in the United States, including us.

To validate accreditation, Joint Commission site surveyors periodically visit the hospital and clinics and our turn was last week. We have been anticipating this visit for weeks as accredited organizations can have an unannounced survey between 18 and 36 months after its previous full survey, and our last site visit was in April 2021.

During the many Joint Commission site surveys I've been a part of, I inevitably get the question from someone, "Why are they here?" The team examines such areas as environment of care, infection prevention, patient rights and responsibilities and information management and evaluates actual care processes and technology management over a period of three or four days. Ultimately, the "big why" for a TJC site survey is to keep patients and employees safe.

Last week's visit consisted of these activities:

- Survey-planning session
- Opening conference and orientation to the organization
- Leadership session

[READ MORE ON NEXT PAGE ►](#)



**SEE WHAT'S INSIDE!**

**CLINIC MOVES & NEWS**

**STAY SAFE IN THE SUN**

**VOLUNTEER AT THE FAIR ...**

**GET FREE ADMISSION**

## THE BIG WHY OF A JOINT COMMISSION SURVEY

### Letter from Lori (Continued)

- Tracer methodology using actual patients, residents or individuals served to assess standards compliance
- Individual tracers following the experience of care for individuals through the health care process, including safety culture assessment
- System tracers evaluating the integration of related processes and the coordination and communication among disciplines and departments
- Competence assessment process
- Medical staff credentialing and privileging (hospitals only) and optional medical staff session
- Environment of care session, including a building tour
- Exit conference, including a written summary of the survey findings

Our survey isn't yet complete because the Engineer surveyor was unable to participate last week. By the time you're reading this, that visit will have already taken place.

A summary of the preliminary accreditation report with our opportunities for improvement has been shared with the Leadership Team, and we are working on our plan of action that is required to be submitted within 45 days; that response will also include anything found on the engineer's visit.

So far, the list of areas where there were no out-of-compliance standards include the Emergency Department, OB/GYN Associates, TLC Pediatrics, Sleep Center, Cole Camp and Truman Lake clinics, Human Resources, Security and Emergency Management. During several meetings, I heard many times, "Wow, that was the best X." Kudos to those teams.

I'm grateful to everyone who accompanied the surveyors or answered their many questions and kept us all on track, especially Jennifer Unkel, our risk/quality manager and main point of contact with The Joint Commission.

I know these visits are busy and stressful, and I'm proud of everyone for pulling together while still caring for patients.

**Stay well. Be well.**



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## CLINIC NEWS

### Walk In Off Broadway to Open Aug. 1



## Walk In Off Broadway

The Walk In Off Broadway clinic will open with a partial schedule on Tuesday, Aug. 1, and hours will be **8 am to noon Monday and Tuesday and 1 to 5 pm Wednesday and Thursday**. We will continue this schedule through September until another Nurse Practitioner joins the medical team for walk-in services and we can then open a full-time schedule.

The clinic is located at 700 S. Hancock in the Clinics Off Broadway medical building, and patients will be seen by Nurse Practitioner Jennifer Buckingham in collaboration with Dr. Eldenburg.

## CLINIC NEWS

### Urology Clinic Moving to Hospital

On Aug. 1, Bothwell Urology Services will be in its new location on the hospital's second floor.

The clinic, currently located at 1715 S. Lafayette Ave., will be closed July 28–31 and will reopen at 8 am Tuesday, Aug. 1 in the new location.

Same providers. Same staff. Same phone number!



660.826.1482

## CLINIC NEWS

### Farewell Dr. Triplett, Welcome Dr. Kenney

Effective Aug. 25, Dr. Matt Triplett is leaving Bothwell's Susan O'Brien Fischer Cancer Center and moving his career to his hometown of Springfield, Missouri. We are grateful to Dr. Triplett for his 10 years of service to thousands of Bothwell cancer patients.

**DR. TRIPLETT  
FAREWELL RECEPTION  
Aug. 17, 4–5:30 pm  
Cancer Center**



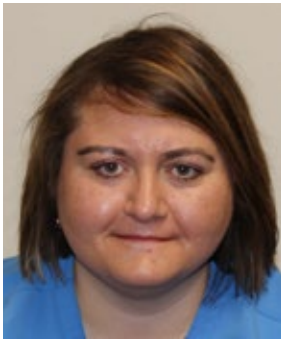
In the short-term, Dr. Lara Briseño Kenney will work in the Cancer Center alongside Family Nurse Practitioner Dee Dee Gilmore to ensure local cancer treatment continues. Referring physicians should continue to refer patients to the Cancer Center to keep the same personal, close-to-home care.

Dr. Kenney is a board-certified, fellowship-trained hematologist/oncologist. She received her medical degree from University of Missouri Kansas City School of Medicine before entering into active duty in the United States Army for seven years. During her years of duty, Dr. Kenney served as a staff physician and chief medical officer on both stateside and overseas assignments.

After her honorable discharge, Dr. Kenney returned to complete a three-year hematology oncology fellowship at University of Missouri Kansas City. Her previous experience includes working as a primary care physician, hospice director, hospitalist and hematologist oncologist at health centers across Missouri.

## PERSONNEL NEWS

### Hospitalist Team Addition



Nicka Khalilova, MSN, AGNP-C, has joined the team as a full-time hospitalist Nurse Practitioner.

Khalilova received a bachelor's degree in Cellular Biology from University of Kansas and a bachelor's degree in Nursing from Rockhurst University. She continued on to receive her master's degree in Adult-Geriatric Primary Care from the Research College of Nursing in Kansas City, Missouri.

Khalilova has 10 years of critical care, dialysis, nephrology and hospitalist experience at various health care institutions. She has BLS, ACLS and NIHSS certifications, and she is nationally certified with American Academy of Nurse Practitioners.

**Welcome to the team, Nicka!**

## PERSONNEL NEWS

### New Lactation Consultant



Sarah Cordes, RN, Women's Health and Newborn Care, recently passed the exam to become an International Board Certified Lactation Consultant (IBCLC) and has accepted a full-time position as Lactation Consultant. Although her main role is providing breastfeeding support services to pregnant and nursing mothers, Cordes plans to continue working in Women's Health as an RN as needed.

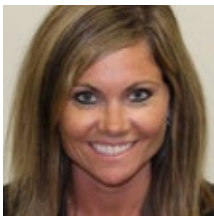
Cordes has been a nurse in Labor and Delivery at Bothwell for nearly six years. As a bedside nurse, she was led to pursue the IBCLC certification because she wanted to dedicate more time toward assisting families with breastfeeding. With her recent board certification, Cordes hopes to provide a new level of support and care for the community.

"I have always had a passion for labor and delivery, newborns, child development and family care," Cordes said. "My training and education while working toward certification really opened my eyes to how to better support our moms, babies and families as a whole, and why it really is so important."

**Congratulations, Sarah, on your recent board certification and new role at Bothwell!**

## PERSONNEL NEWS

### Wound Center Leader Change



Christy Goalder has transitioned from a Healogics nurse manager to director at Bothwell Wound Healing Center, a role formerly held by Katie Case, who was recently promoted to a regional role with Healogics.

## PERSONNEL NEWS

### Facilities Management Transitions

At the end of the month, Randy Smith will retire from his position as Director of Facilities Management and transition into a part-time project support role for the department. Rudy Reyes is new to the Bothwell team and steps into the role of Director of Facilities Management on Aug. 7. Lucas Sheeley will assist Reyes as the Assistant Director of Facilities Management.



## PATIENT EXPERIENCE

### Kudos and Compliments

Positive reviews, comments and messages create powerful pictures of the Bothwell experience. The following feedback was recently received either as a Google or Facebook review, Facebook public comment, direct message or from a patient satisfaction survey. Messages have been lightly edited for spelling and grammar.

**Emergency Department** – “My nurses Cat and Seth were amazing and extremely attentive! My Nurse Practitioner Chelse Beck-Vannatter was awesome. Best experience that I have ever had in an ER.”

**Inpatient (PCU)** – “All the nurses I dealt with in the PCU were very compassionate and performed their duties wonderfully. They all deserve a DAISY award.”

**Bothwell OB/GYN Associates** – “Brittany (Freeman) was great!! She was very personable and listened to my concerns patiently!”

**Bothwell Sleep Center** – “Anytime I contact Dr. Kuhlmann he either answers my call immediately or contacts me back fairly quickly. He’s really great at that! It’s very nice to be able to reach him directly with a quick question or problem. He spends time with me trying to answer all of my questions or problems. This shows that he genuinely cares about his patients. Two thumbs up! Not a lot of doctors will take the time to do this and I commend him for that highly!”

**Bothwell Sleep Center** – “I always have an easy time with the nurse. She’s very pleasant to be seen by! She goes above and beyond her duties to see that the patient is cared for and that the doctor is well informed of the situation at hand. A real pleasure to be around!”

**Outpatient (Lab)** – “The girls in the lab were amazing!! My daughter was very anxious and had to get quite a lot of blood taken, but the girls were so patient with her! I know Regina was one of our helpers, but I can’t recall the other lady’s name. They were both so, so kind to us, though! Made her first experience with blood work a positive one! Thank you, thank you!”

**Outpatient (Wound Healing Center)** – “The Wound Center staff, Dr. Wadley, Christy, Shawna, Bri, and everyone are always very professional and courteous!”

**Thank you for all you do to serve our patients and community each and every day. Each smile, touch, conversation and moment puts our patients at ease.**

Online reviews help others feel good about choosing Bothwell. Every positive interaction with a patient is an opportunity to invite them to share their experience with others.

#### How to write a positive review on Google

The hospital and all the clinics each have a Google Business Profile page. Search Bothwell Regional Health Center or the clinic name and when the page comes up on the right, scroll down and select “write a review.”

#### How to write a positive review on Facebook

Go to the Bothwell Regional Health Center page at [facebook.com/bothwellregional](https://facebook.com/bothwellregional), select “Reviews” in the menu bar and answer yes to the question, “Do you recommend Bothwell Regional Health Center?” and then write your review.

## EMPLOYEE ENGAGEMENT NEWS

### Celebrating Independence Day



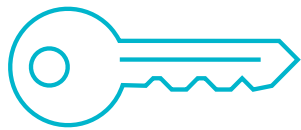
**SAVE THE DATES!**  
**SEPT. 15 AND 16**

**CENTRAL BANK COMMUNITY  
CHALLENGE BLOOD DRIVE**

Your participation can help the  
Bothwell Foundation win up  
to \$2,500!

Watch for more information





# KEY AWARDS

Michelle Ekstrom  
Reni Dietrick  
Natalya Oliferchuk  
Grace Sims

Priscilla Tatman  
Victorie Hoover  
Tiffany Crowell  
Wendy Fairfax

Ashley Shroder  
Vicki Howard  
Kristen McCullough  
Faith Smith

Ashley O'Bannon  
Ylynn "Lyndzie" Lansin  
Jennifer Johnston

## NEW EMPLOYEES June

**Kathy Booze**  
*Housekeeping*

**Skyler Borman**  
*Speech Therapy*

**Cooper Cunningham**  
*Dietary*

**Maria Fernandez-Mercado**  
*Pathology*

**Elizabeth Harrison**  
*Bothwell Family  
Medicine Associates*

**Reagan Hockett**  
*Surgery*

**Regina Hunt**  
*Centralized Scheduling*

**Anthony Kresse**  
*Security*

**Lexus Lawson**  
*Dietary*

**Courtney Minor**  
*Physical Therapy*

**Christopher Moon**  
*Plant Services*

**Andrew Murdock**  
*Dietary*

**Kaitlin Norman**  
*Dietary*

**Kasidy Oberdorfer**  
*Women's Health and Newborn Care*

**Kimberly Oesterle**  
*Bothwell TLC Pediatrics*

**Patricia Ray**  
*Dietary*

**Dionne Rice**  
*Women's Health and Newborn Care*

**Rashelle Ryon**  
*Nursing Administration*

**Adam Schreck**  
*Security*

**Emily Silchuk**  
*Nursing Administration*

**Kelsey Smith**  
*Bothwell TLC Pediatrics*

**Abby Stutes**  
*Emergency Department*

**Toni Warren**  
*Bothwell Internal  
Medicine Specialists*

**Kayleen Wilckens**  
*Housekeeping*



## DEPARTMENT SPOTLIGHT

### Bothwell Wound Healing Center

Let's get to know each other better! Department Spotlight highlights a department each month, what they do and who they support. Next up is the Wound Healing Center led by new Director Christy Goalder.

#### What does this department do?

Bothwell Wound Healing Center provides highly specialized wound care to patients suffering from diabetic foot ulcers, pressure ulcers, infections and other chronic wounds that have not healed in a reasonable amount of time.

#### How would you describe your team?

Our team members are loving, caring, supportive and honest. Our department is like family to one another.

#### What other departments does this department support?

Depending on the case at hand, we often work alongside the lab, radiology, surgical services and diabetes educators to provide our patients with a better understanding of their condition. We also work with inpatient nursing for all inpatient consults.

#### What is a recent accomplishment of this department?

We recently were named a 2022 Center of Distinction by Healogics, the nation's largest provider of advanced wound care services. This was an honor to be recognized for the team's hard work and positive patient care.

For the 2022 award, the center exceeded key performance indicators for 12 consecutive months, including a patient satisfaction rate of 96 percent and a successful wound healing rate of 86 percent. The Wound Center has been open for 10 years and has been recognized by Healogics with the Center of Distinction or Center of Excellence award seven times.

#### What do members of this department like to do for fun?

We are all big fans of sports! Many of us have children involved in sports and enjoy watching their games. Outside of sports, team members love spending time at the lake, working out and reading.



Department team members from left: Theresa Acklin, Madison Hohne, Brianna Robledo-Scott, Christy Goalder and Shawna Asbury. Not pictured: Dr. Jeff Wadley, Dr. Trevor Beckham and Nurse Practitioner Gail Meyer

## DIRECTORS

Interested in having your department featured in this spot? Send an email to Dana Kelchner in Marketing and Communications at [dkelchner@brhc.org](mailto:dkelchner@brhc.org) for details.



## HUMAN RESOURCES NEWS

### Workplace Safety and Eye Protection

You only have one set of eyes, so be sure and take time to protect them from pathogens and chemicals. Eye protection should be used whenever exposure to bodily fluids or infectious viruses and bacteria can occur, not just when exposure is likely to occur. It should also be used when working in or around areas where chemicals may splash, even if it seems a splash is not likely to happen. Eye exposures are among the riskiest types of exposures, potentially resulting in not only pain and injury but also infection or vision loss.

#### When should you wear eye protection?

You should wear eye protection whenever you're working with blood and bodily fluids, including but not limited to:

- Starting or discontinuing IVs
- Performing sanitary care
- Emptying indwelling catheters, bedpans, drains and chest tubes
- Irrigating indwelling catheters, PEG tubes and NG tubes
- Giving medications through PEG and NG tubes
- Working with constant irrigations of any type
- In the operating room
- Drawing blood
- Working with patients on mechanical ventilation (suctioning, turning, transporting)
- Assisting with bronchoscopies
- Performing cardiac catheterizations
- Performing lumbar punctures

Eye protection is not just for protection from bodily fluids. A few other instances where eye protection is necessary include:

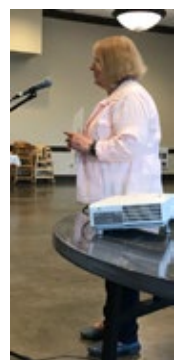
- Pulling trash for exterior waste bins or dumping large containers of trash
- Working with floor care chemicals
- Preparing cleaning materials
- Anytime a chemical or cleaning solution may splash, even if it is an unlikely event

Rita Mergen, Employee Health nurse, has a variety of stylish options for eye protection that is available to order from Materials Management/Storeroom. See them in Rita's office on the ground floor of the hospital. Also note that if you wear corrective eyeglasses, they do not provide side protection and don't qualify as eye protection.

## HUMAN RESOURCES NEWS

### Annual Alumni Luncheon

On June 29, Human Resources hosted the annual luncheon for former and retired Bothwell employees at First United Methodist Church. CEO Lori Wightman gave an organizational update and the group had an enjoyable lunch.





## HUMAN RESOURCES NEWS

### Annual Alumni Luncheon (Continued)



## GET PAID TO LEARN AND BE A CNA!

### Want to be a Certified Nurse Assistant?

- Paid on-the-job training
- Classroom work from the comfort of your home
- Hands-on training
- Full- and part-time positions available

**Next class starts Sept. 13!**

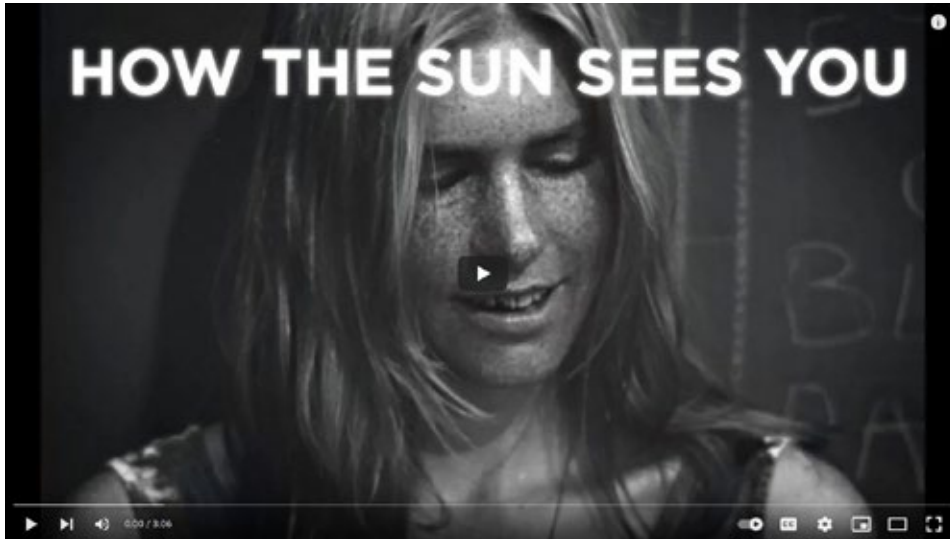
To apply or learn more information about classes, contact Megan Elwood at [melwood@brhc.org](mailto:melwood@brhc.org).



## FROM THE BOTHWELL{NESS} COMMITTEE

### Protecting Your Skin in Summer

Have you ever wondered how the sun sees your skin? Watch this impactful video of UV photography and videography from artist Tom Leveritt to gain a better understanding of how the sun negatively changes and affects our skin.



In the heat of the moment, it is important we don't forget to apply sunscreen! July and August are typically the hottest months of the year in the Midwest with dangerously high UV levels.

UV rays are extremely harmful to the skin. Cosmetically, exposure to UV rays can induce aging of the skin. More importantly, too much sun exposure can lead to eye damage and skin cancer. The most common affect of UV ray exposure is sunburned skin.

Sunburns can range in severity, symptoms and pain. The best method of protecting against sunburn is to apply sunscreen that fights against UVA and UVB rays liberally and often. Using sun protection not only helps to prevent sunburn, but also reduces the risk of developing skin cancer.

**Source and video link:** <https://www.kannoa.com/blogs/news/summer-sun-tips>

According to the CDC, heat stroke is the most serious heat-related illness and occurs when the body is unable to control its temperature.

#### Signs and symptoms:

- Red, hot and dry skin (no sweating)
- Rapid pulse
- Dizziness
- Nausea
- Confusion
- Unconsciousness

To prevent heat stroke, drink plenty of water, wear lightweight clothing, avoid sitting in cars without air conditioning and limit your time outdoors when temperatures are high.



# BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



## July through September Challenge: **FOOD FOR FUEL**



A balanced diet goes beyond weight. Good nutrition can attribute to reduced risk of disease, increase in energy and an overall better mood. This quarter make a commitment to fuel your body with the nutrients it needs!

Participants will be entered into a drawing for prizes at the end of each quarter.

- Share your favorite healthy recipe. Recipes may be shared in an issue of the Billboard.
- Order a healthy meal at a restaurant and submit a review
- Submit photos and recipes using home garden or farmers market produce
- Read more about the [Importance of Good Nutrition](#)

*Note: Due to the valuable features offered in the new health insurance plan, completing activities no longer count toward reduced premiums.*

**Want to participate in this challenge?**  
**It's super easy!**

1. Submit recipes, photos and reviews to [bothwellness@brhc.org](mailto:bothwellness@brhc.org) by Sept. 30.
2. You'll be automatically entered in a prize drawing!

**GET WELL. STAY WELL. BOTHWELL.**



**WANT FREE ENTRY TO THE  
2023 MISSOURI STATE FAIR?  
BE A BRHC VOLUNTEER!**



**Two opportunities to volunteer and multiple shifts available**



**HEALTH SCREENINGS**

Thursday, Aug. 10 or

Wednesday, Aug. 16

[SIGN UP](#)

*\*Need at least one LPN per shift*



**WATER/SOUVENIR SALES**

Saturday, Aug. 12

[SIGN UP](#)

**AS A VOLUNTEER YOU WILL:**

- Get a free T-shirt
- Get free admission and/or a parking pass to the fair
- Help Bothwell with community outreach
- Enjoy the Missouri State Fair!

**To volunteer, just click on a link or scan a QR code!**

Questions? Contact Leisha Nakagawa in

Marketing at [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org) or ext. 8855.



# SIDEWALK SALE



Aug. 30 | Outside the Café | 7:30 am — 6:30 pm

**GET WELL. STAY WELL. BOTHWELL.**

## AUGUST

# BIRTHDAYS



Gia Kuhns..... 1	Laura Darrah..... 11	Trisha Miller ..... 20
Michele Hotsenpiller ..... 1	Teresa Wooten..... 11	Margie Hartford ..... 21
Robin Holsinger..... 1	Sherri Mccracken..... 12	Lori Naber ..... 21
Heather Kaneko..... 2	Kimberly Olejniczak ..... 12	David Foland..... 21
Chase Belnap..... 2	Christy Harms ..... 13	Ruth Ann Cramer ..... 22
Ragin Boise ..... 2	Tori Routon ..... 13	Vasiliy Mitrofanov ..... 22
Cooper Cunningham ..... 2	Jani Kempf..... 14	Rob Ayers ..... 22
Susan Roe ..... 3	Ernie Lancaster..... 14	Kathleen Rothwell..... 22
Jody Pritchard ..... 3	Maria Nguyen..... 14	Jessie Corbin ..... 23
Lisa Wells ..... 3	Stacy Riley ..... 14	Julie May..... 25
Odjie Bautista ..... 3	Ellen Stevens ..... 15	Jaime Reed ..... 25
Irina Muromtseva ..... 3	Uchenna Enahoro ..... 15	Rebecca Clifton..... 26
Stephanie Mallory ..... 4	Tracey Arwood..... 16	Kirsten Finnell..... 26
Kim Hagan ..... 5	Maria Fernandez-Mercado ..... 16	Cynthia Byrd ..... 26
Jami Sleeper..... 6	Jamie Jenkins..... 16	Maggie Schaffer..... 27
Danielle Terwilliger ..... 6	Laura Weisenburger ..... 17	Ed Smith ..... 27
Olga Jaquez..... 7	Becky Calhoun..... 17	Heather Woolery ..... 27
Beth Everts..... 7	Lena Yakimenko ..... 17	Tiffany Lumpe..... 28
Bonnie Talbott..... 8	Irina Borynets ..... 18	Christina Schnakenberg..... 29
Charlene Meadows..... 9	Tammy Jackson ..... 19	Angie Longan ..... 30
Breanna Yates ..... 9	Caitlin Weller ..... 19	Kevin Butler ..... 30
Daryl Mcnew ..... 10	Patti Stretz ..... 19	Mary Lowe ..... 30
Debbie Williams..... 10	Bobbi Dorr ..... 20	Andrea Abon ..... 30
Paul Gammill ..... 10	David Jasper ..... 20	Ellen Lange ..... 30
Michelle Riley..... 10	Arielle Stager ..... 20	Rita Foster..... 30
Heather Moon..... 11	James Noble..... 20	Rocio Rodriguez ..... 31